

## **MEM – Mass Disenrollment Procedures**

### **Purpose:**

This procedure explains the process of how to handle written inquiries from Members that are received and scanned into the States imaging software OnBase Workflow.

### **Identification of Roles:**

Operations Manager (OM)

Member Services Analyst (MSA) as back up

### **Performance Standards:**

No performance standard in place, however Member Services makes every attempt to ensure these are done immediately.

### **Path of Business Procedure:**

Step 1: Provider Services sends an e-mail Operations Manager and Member Services Analyst. The e-mail will state one of two things:

- a. The provider has disenrolled with MediPASS
- b. The provider has transferred MediPASS patients to another provider number.

Step 2: Log into the Medicaid Management Information System (MMIS).

- a. See system manual for how to login into MMIS
- b. Once logged into the system, type screen 16 on the main page of MMIS.

Step 3: On the Managed Health Care Subsystem 16 Functions screen, type number 2 and press enter.

Step 4: On the Managed Health Care Recipient Mass Disenrollment and Transfers (By Provider) screen, type in the provider number that you are disenrolling from in the Current field and press enter.

Step 5: If you are transferring provider numbers you will type in the provider number you wish to transfer to in the New field. If you are only disenrolling the New field will be left blank.

Step 6: Once you have pressed enter the provider's name address and phone number will appear on the screen. Review the information to be sure you have selected the correct provider.

Step 7: Press F10 and the disenrollment or transfer will be complete. A message will appear at the bottom of the screen advising the process is complete if everything was done correctly.

**Forms/Reports:**

N/A

**RFP References:**

N/A

**Interfaces:**

MMIS

**Attachments:**

None